

Massachusetts Division of Insurance
Quarterly Report of Membership in Health Maintenance Organizations
as of December 31, 2003 ¹

COMPARISON OF 4th QUARTER MEMBERSHIP TO LAST THREE QUARTERS

	1st Quarter 2003 Members at End of Quarter	2nd Quarter 2003 Members at End of Quarter	3rd Quarter 2003 Members at End of Quarter	4th Quarter 2003 Members at End of Quarter	Member Change 3rd Qtr. 03 to 4th Qtr. 03	Percent Change 3rd Qtr. 03 to 4th Qtr. 03	4th Quarter 2003 Share of Massachusetts HMO Market
Aetna Health Inc.	22,267	19,285	16,851	15,831	(1,020)	-6.05%	0.7%
CIGNA HealthCare of Massachusetts, Inc.	54,482	49,872	34,310	32,526	(1,784)	-5.20%	1.4%
ConnectiCare of Massachusetts, Inc.	6,866	8,149	7,991	8,619	628	7.86%	0.4%
Fallon Community Health Plan, Inc.	177,374	177,563	177,992	178,545	553	0.31%	7.9%
Great-West Healthcare of Massachusetts, Inc.²	692	519	393	283	(110)	-27.99%	0.0%
Harvard Pilgrim Health Care, Inc.	501,075	518,348	550,256	546,334	(3,922)	-0.71%	24.1%
Harvard Pilgrim Health Care of New England, Inc.³	5,147	5,229	4,641	0	(4,641)	0.00%	0.0%
Health New England, Inc.	61,203	61,829	62,580	63,054	474	0.76%	2.8%
HMO Blue⁴	761,881	766,750	755,572	772,609	17,037	2.25%	34.1%
Neighborhood Health Plan, Inc.	123,227	119,229	116,247	116,436	189	0.16%	5.1%
Tufts Associated HMO, Inc.⁵	590,417	558,223	525,246	509,291	(15,955)	-3.04%	22.5%
UnitedHealthcare of New England, Inc.	25,835	28,093	26,641	22,912	(3,729)	-14.00%	1.0%
Totals	2,330,466	2,313,089	2,278,720	2,266,440	(12,280)	-0.54%	100.0%

¹ Information reported by HMOs as of the end of the fourth quarter of 2003, based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 1.1" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk. Some reports filed by HMOs prior to the first quarter of 1997 included members for whom the HMO did not bear any financial risk, and those reports would, therefore, not be comparable to the information shown in this table.

² One Health Plan of Massachusetts, Inc. changed its name to Great-West Healthcare of Massachusetts, Inc. effective July 21, 2003. The carrier notified the Division on September 6, 2002 that it would discontinue marketing all group business on October 7, 2002 and begin non-renewing business as of May 1, 2003.

³ As of June 30, 2003, Harvard Pilgrim Health Care of New England, Inc. no longer offered group products to Massachusetts employer groups. Beginning 3rd quarter 2003, membership reported reflects Massachusetts residents covered under New Hampshire based groups. Therefore, as of the fourth quarter 2003, HPHCNE membership will no longer be reported until such time that HPHCNE reports Massachusetts residents covered under Massachusetts based groups.

⁴ A line of business of Blue Cross and Blue Shield of Massachusetts, Inc.

⁵ Doing business as Tufts Associated Health Plan and as Tufts Health Plan.